GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:3173
ANSWERED ON:21.03.2007
BSNL MOBILE SERVICE
Deshmukh Shri Subhash Sureshchandra

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the mobile service of BSNL has not been working properly in some States despite the fact that the BSNL has a wide network, while the private companies are expanding their network;

(b) if so, whether the Government has received any complaints in this regard;

(c) if so, the details thereof; and

(d) the action taken by the Government thereon?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) Sir, Global System for Mobile Communications (GSM) based Cellular Mobile Telephone Service being provided by BSNL is generally working satisfactorily. Most of the Quality of Service (QoS) parameters prescribed by Telecom Regulatory Authority of India (TRAI) are met by BSNL. Only in a few parameters like "Traffic Channel (TCH) congestion" and "repair time to customers for assistance", it is not meeting the benchmark in a few circles.

(b) & (c) Yes, Sir. Certain complaints have been received by the Government about poor signal, busy network, no network etc. Details are as under:

Sl.No.	Nature of grievance received in Public Grievance Cell, Department of Telecom (DoT)	Number of grievance received in PG Cell (DoT)
1.	No. Network Coverage	03
2.	Poor Signal/Network Problem/Network Busy	20
3.	Improvements in Mobile Services	02
	Total:	25

(d) Cellular Mobile network of BSNL is being continuously optimized for its performance and monitoring of the network has been strengthened by BSNL to ensure performance as per the QoS parameters prescribed by TRAI. Recently Government had got examined the problems of mobile service in Eastern zone through a Committee of Department of Telecommunications (DoT) and BSNL officers.